



CUSTOMER PROPRIETARY NETWORK INFORMATION

The Nexus Group is committed to maintaining the privacy of its customers. In addition to protecting your personal information, we are obliged to give additional protections to certain information about how you use your services. However, that information can help us customize and improve services we offer you.

Customer Proprietary Network Information (CPNI)

As our customer, you have the right, and The Nexus Group has a responsibility, under federal law, to protect the confidentiality of certain types of services, including: (1) information about the quantity, technical configuration, type, destination, location, and amount of use of your services, and (2) information contained on your Nexus Group invoice concerning services you receive. That information, when matched to your name, address, and telephone number is known as "Customer Proprietary Network Information," or "CPNI" for short. Examples of CPNI include information typically available from voice-related details on your monthly bill, technical information, type of service, current voice-related charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns.

CPNI does not include things like customer name, address, or telephone number; aggregate information or data that is not specific to a single customer; customer premises equipment; and Internet access services.

Unless THE NEXUS GROUP obtains your approval, THE NEXUS GROUP may not use this CPNI to market products and services to you other than for services you currently purchase. Customer proprietary network information ("CPNI") is information related to the quantity, technical configuration, type, destination, location, and the amount of telecommunications a customer uses that THE NEXUS GROUP has access to by virtue of the customer-provider relationship. CPNI does not include the Customer name, address and telephone number, nor does it include Internet access services.

APPROVAL

On occasion, THE NEXUS GROUP would like to use the CPNI information it has on file to provide you with information about THE NEXUS GROUP's communications-related services or special promotions. Use of CPNI may also enhance its ability to offer services tailored to your specific needs. Accordingly, THE NEXUS GROUP would like your approval so that THE NEXUS GROUP may use this CPNI to let you know about communications-related services other than those to which Customer currently subscribes that THE NEXUS GROUP believes may be of interest to Customer. **IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION.**

However, you do have the right to restrict our use of your CPNI. **YOU MAY DENY OR WITHDRAW THE NEXUS GROUP'S RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING 615 221-4200.** If you deny or restrict your approval for THE NEXUS GROUP to use your CPNI, you will suffer no effect, now or in the future, on how THE NEXUS GROUP provides any services to which you subscribe. Any denial or restriction of your approval remains valid until your services are discontinued or you affirmatively revoke or limit such approval or denial.



In some instances, THE NEXUS GROUP will want to share your CPNI with its independent contractors and joint venture partners in order to provide you with information about THE NEXUS GROUP's communications-related services or special promotions. Prior to sharing your CPNI with its independent contractors or joint venture partners, THE NEXUS GROUP will obtain written permission from you to do so.

CUSTOMER AUTHENTICATION

Federal privacy rules require THE NEXUS GROUP to authenticate the identity of its customer prior to disclosing CPNI. Customers calling THE NEXUS GROUP's service center can discuss their services and billings with a THE NEXUS GROUP representative once that representative has verified the caller's identity. There are three methods by which THE NEXUS GROUP will conduct customer authentication:

1. by having the Customer provide a pre-established password and/or PIN;
2. by calling the Customer back at the telephone number associated with the services purchased; or
3. by mailing the requested documents to the Customer's address of record.

Passwords and/or PINs are provided randomly (system generated) by The Nexus Group. In the event the Customer fails to remember their password and/or PIN, THE NEXUS GROUP will ask the Customer a series of questions known only to the Customer and THE NEXUS GROUP in order to authenticate the Customer. In such an instance, the Customer will then establish a new password/PIN associated with their account.

DISCLOSURE OF CPNI

THE NEXUS GROUP may disclose CPNI in the following circumstances:

- When the Customer has approved use of their CPNI for THE NEXUS GROUP or THE NEXUS GROUP and its joint venture partners and independent contractors (as the case may be) sales or marketing purposes.
- When disclosure is required by law or court order.
- To protect the rights and property of THE NEXUS GROUP or to protect Customers and other carriers from fraudulent, abusive, or unlawful use of services.
- For directory listing services.
- To provide the services to the Customer, including assisting the Customer with troubles associated with their services.
- To bill the Customer for services.



PROTECTING CPNI

THE NEXUS GROUP uses numerous methods to protect your CPNI. This includes software enhancements that identify whether a Customer has approved use of its CPNI. Further, all THE NEXUS GROUP employees are trained on the how CPNI is to be protected and when it may or may not be disclosed. All marketing campaigns are reviewed by a THE NEXUS GROUP supervisory committee to ensure that all such campaigns comply with applicable CPNI rules.

THE NEXUS GROUP maintains records of its own and its joint venture partners and/or independent contractors (if applicable) sales and marketing campaigns that utilize Customer CPNI. Included in this, is a description of the specific CPNI that was used in such sales or marketing campaigns. THE NEXUS GROUP also keeps records of all instances in which CPNI is disclosed to third parties or where third parties were allowed access to Customer CPNI.

THE NEXUS GROUP will not release CPNI during customer-initiated telephone contact without first authenticating the Customer's identity in the manner set-forth herein. Violation of this CPNI policy by any THE NEXUS GROUP employee will result in disciplinary action against that employee as set-forth in THE NEXUS GROUP' Employee Manual.

BREACH OF CPNI PRIVACY

In the event THE NEXUS GROUP experiences a privacy breach and CPNI is disclosed to unauthorized persons, federal rules require THE NEXUS GROUP to report such breaches to law enforcement. Specifically, THE NEXUS GROUP will notify law enforcement no later than seven (7) business days after a reasonable determination that such breach has occurred by sending electronic notification through a central reporting facility to the United States Secret Service and the FBI. A link to the reporting facility can be found at: www.fcc.gov/eb/cpni. THE NEXUS GROUP cannot inform its Customers of the CPNI breach until at least seven (7) days after notification has been sent to law enforcement, unless the law enforcement agent tells the carrier to postpone disclosure pending investigation. Additionally, THE NEXUS GROUP is required to maintain records of any discovered breaches, the date that THE NEXUS GROUP discovered the breach, the date carriers notified law enforcement and copies of the notifications to law enforcement, a detailed description of the CPNI breach, including the circumstances of the breach, and law enforcement's response (if any) to the reported breach. THE NEXUS GROUP will retain these records for a period of not less than two (2) years.